

Consumer Sentinel Complaint Statistics and Trends for Minnesota

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Minnesota Consumers = **2316**



Fraud Complaints from Minnesota Consumers = 1430

Top Fraud Complaint Categories for Minnesota Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	283	20%
2	Shop-at-Home/Catalog Sales	172	12%
3	Internet Services and Computer Complaints	152	11%
4	Travel, Vacations and Timeshare	96	7%
5	Advance-Fee Loans and Credit Protection/Repair	87	6%
6	Business Opps and Work-at-Home Plans	87	6%

Top Fraud Complaint Categories Against Minnesota Companies

Rank	Top Categories	Complaints	Percentage*
1	Magazines and Buyers Clubs	166	19%
2	Internet Services and Computer Complaints	154	18%
3	Internet Auctions	140	16%
4	Shop-at-Home/Catalog Sales	125	15%
5	Travel, Vacations and Timeshare	36	4%

Amount Paid Reported by Minnesota Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
1430	\$1,883,705	1115	78%	\$1,689

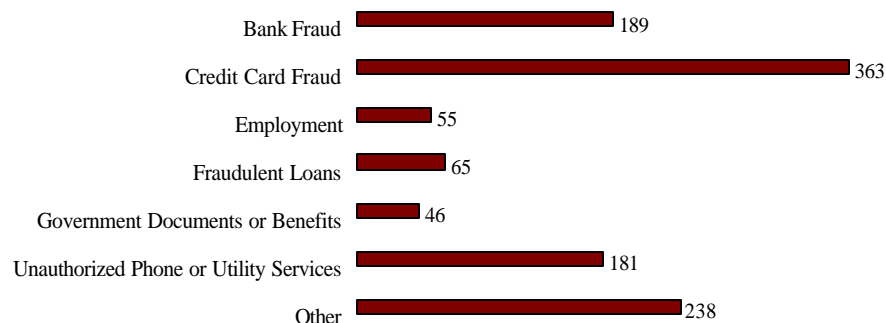
*Percentage is based upon the total number of fraud complaints from Minnesota consumers and the total number of fraud complaints against Minnesota companies, respectively.

**Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Minnesota consumers.



Identity Theft Victims in Minnesota = 886

Complaints by Identity Theft Type¹



¹ Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

Top Identity Theft Victim Locations

Victim City	No. of Complaints
Minneapolis	124
St. Paul	102
Brooklyn Park	18
Apple Valley	17
Woodbury	16